

Amendments to the ClaimsRECEIVED
CENTRAL FAX CENTER

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1-6. (canceled)

7. (currently amended) A system according to claim 4 wherein the A system comprising:a service provider (SP) station, including:an SP visual display,an SP CCTV camera,an SP audio transmitting device and an SP audio receiving device,an SP pneumatic tube carrier delivery and receiving device,at least one customer station including:a customer visual display, wherein the customer visual display is in operative connection with the SP CCTV camera,a customer CCTV camera in operative connection with the SP display,

a customer audio transmitting device and a customer audio receiving device in operative connection with the SP audio receiving device and SP audio transmitting device, respectively.

a customer pneumatic tube carrier delivery and receiving device in operative connection with the SP pneumatic tube carrier delivery and receiving device, wherein a carrier is enabled to be selectively moved between the customer station and the SP station, and

a frame comprises comprising a door frame, wherein the door frame includes two generally parallel vertically extending upright portions,

a building, wherein the building comprises an interior area which includes an interior wall extending therein, wherein the SP station is housed in the interior area, wherein the wall includes a wall opening, wherein the frame is in supporting connection with the wall and extends in the wall opening, and wherein at least one component among the customer visual display, customer CCTV camera, customer audio transmitting device, customer audio receiving device, and customer carrier delivery and receiving device of the customer station is positioned within the interior area in supporting connection with the frame.

a movably mounted cover in supporting connection with the wall, wherein the cover is movable between a first position overlying the wall opening and a second position enabling access to the wall opening, wherein the cover includes at least one cover opening, and wherein when the cover is in the first position the at least one component is accessible through the at least one cover opening.

8. (currently amended) A system according to claim 7 and further comprising at least one hinge operatively connected to the door frame, ~~and wherein the~~ and a cover is movably mounted relative to the door frame through the at least one hinge, ~~and wherein the cover is movable to enable access to the opening.~~

9-12. (canceled)

13. (currently amended) A system according to claim 12 wherein at least one customer station comprises A system comprising:

a service provider (SP) station including:

an SP visual display.

an SP CCTV camera.

an SP audio transmitting device and an SP audio receiving device,

an SP pneumatic tube carrier delivery and receiving device,

wherein the SP station is in operative connection with a communication selector device.

a plurality of customer stations, wherein at least one customer station includes:

a customer visual display, wherein the customer visual display is in operative connection with the SP CCTV camera,

a customer CCTV camera in operative connection with the SP display,

a customer audio transmitting device and a customer audio receiving device in operative connection with the SP audio receiving device and SP audio transmitting device, respectively,

wherein video and audio connection between the SP station and the customer station is responsive to input to the communication selector device,

a customer pneumatic tube carrier delivery and receiving device in operative connection with the SP pneumatic tube carrier delivery and receiving device, wherein a carrier is enabled to be selectively moved between the customer station and the SP station,

a sensor, wherein the sensor is operative to sense a person positioned adjacent the customer station, and

wherein the SF station includes an indicator in operative connection with the sensor, wherein an indication is given at the SP station of the presence of the person adjacent the customer station, and

a building, wherein the building comprises an interior area which includes an interior wall extending therein, wherein the SP station is housed in the interior area, and wherein at least one component among the customer visual display, customer CCTV camera, customer audio transmitting device, customer audio receiving device and customer carrier device of the customer station is positioned within the interior area in supporting connection with the interior wall.

14-23. (canceled)

24. (currently amended) The system according to claim 38 wherein the system comprises

A system comprising:

a service provider (SP) station including:

an SP visual display,

an SP CCTV camera,

an SP audio transmitting device and an SP audio receiving device,

an SP pneumatic tube carrier delivery and receiving device,

a queuing device,

a plurality of customer stations in operative connection with the SP station, and wherein each customer station includes a device actuatable by a customer at a customer station, wherein at least one customer station includes:

a customer visual display, wherein the customer visual display is in operative connection with the SP CCTV camera,

a customer CCTV camera in operative connection with the SP display,

a customer audio transmitting device and a customer audio receiving device in operative connection with the SP audio receiving device and SP audio transmitting device, respectively, and

a customer pneumatic tube carrier delivery and receiving device in operative connection with the SP pneumatic tube carrier delivery and receiving device, wherein a carrier is enabled to be selectively moved between the customer station and the SP station,

and wherein the system further includes a queuing device at the SP station, and wherein the queuing device is in operative connection with each customer actuatable device, and wherein the queuing device is operative to generate an order, wherein the order includes data representative of a time sequence in which the actuatable devices at the customer stations were actuated, and wherein the queuing device is operative to indicate data responsive to the order, and

a building, wherein the building comprises an interior area which includes an interior wall extending therein, wherein the SP station is housed in the interior area, and wherein at least one component among a customer visual display, customer CCTV camera, customer audio transmitting device, customer audio receiving device, and customer carrier delivery and receiving device of a customer station is positioned within the interior area in supporting connection with the interior wall.

25. (previously presented) The system according to claim 24 wherein the SP station further includes a communication selector unit, and wherein the system is operative responsive to inputs to the selector unit to selectively place the SP station in video and audio communication with one of the customer stations, and wherein the selector unit is in operative connection with the queuing device, and wherein the queuing device is operative to remove from the order the data representative of the one customer station responsive to the selector unit operating to place the one customer station and the SP station in communication.

26. (previously presented) The system according to claim 25 wherein the customer actuatable device comprises a customer presence sensor, and wherein the queuing device is operative to defer placing data representative of the one customer station in the order while the SP station and the one customer station are in video and audio communication.

27. (previously presented) The system according to claim 26 and wherein the queuing device is operative to place data representative of the one customer station in the order again after the customer presence sensor ceases to sense the customer adjacent the one customer station subsequent to the one customer station and SP station being in communication, and thereafter again senses a customer.

28-34. (canceled)

35. (currently amended) The system according to claim 33 A transaction system including a customer station produced by a method comprising:

- (a) providing an interior building wall including a wall opening therethrough;
- (b) framing the wall opening with wherein the bounding frame comprises a door frame, wherein the door frame is in supporting connection with the wall; wherein the opening is framed by the door frame
- (c) positioning at least one transaction component in supporting connection with the door frame; and
- (d) mounting a cover in supporting connection with the wall in overlying relation of the wall opening, wherein the cover includes a component opening, and wherein when the cover is in overlying relation of the wall opening the transaction component is accessible through the component opening.

36. (previously presented) The system according to claim 35 wherein the door frame includes two generally parallel vertically extending upright portions, and wherein step (b) further comprises engaging a subframe extending in the opening between the two upright portions, and wherein step (c) comprises positioning the transaction component in supporting connection with the subframe.

37-47. (canceled)

48. (new) A system comprising:

a building,

wherein the building includes a secure room,

wherein the building comprises an interior area which includes an interior wall extending therein,

a service provider (SP) station housed in the secure room, wherein the SP station includes:

an SP visual display,

an SP camera,

an SP audio transmitting device,

an SP audio receiving device,

an SP pneumatic tube carrier delivery and receiving device,

a plurality of customer stations in the building, wherein each customer station is in operative connection with the SP station, wherein at least a first customer station is positioned in the interior area and outside of the secure room, wherein the first customer station includes:

a customer visual display in operative connection with the SP camera,

a customer camera in operative connection with the SP visual display,

a customer audio transmitting device in operative connection with the SP audio receiving device,

a customer audio receiving device in operative connection with the SP audio transmitting device,

a customer pneumatic tube carrier delivery and receiving device in operative connection with the SP pneumatic tube carrier delivery and receiving device, wherein a carrier is enabled to be selectively moved between the first customer station and the SP station,

wherein at least one component among the customer visual display, customer camera, customer audio transmitting device, customer audio receiving device, and customer pneumatic tube carrier delivery and receiving device of the first customer station is in supporting connection with the interior wall.

49. (new) A system comprising:

a building, wherein the building comprises an interior area which includes an interior wall extending therein,

a service provider (SP) station housed in the interior area, wherein the SP station includes:

an SP visual display,

an SP camera,

an SP audio transmitting device,

an SP audio receiving device,

an SP pneumatic tube carrier delivery and receiving device,

a plurality of customer stations positioned in the interior area, wherein each customer station includes:

a customer visual display in operative connection with the SP station,

a customer camera in operative connection with the SP station,

a customer audio transmitting device in operative connection with the SP station,

a customer audio receiving device in operative connection with the SP station,

a customer pneumatic tube carrier delivery and receiving device in operative connection with the SP station, wherein a carrier is enabled to be selectively moved between the customer station and the SP station,

wherein at least one component among the customer visual display, customer camera, customer audio transmitting device, customer audio receiving device, and customer pneumatic tube carrier delivery and receiving device of at least one customer station is positioned within the interior area in supporting connection with the interior wall.